

**Customer Satisfaction with Technical  
Services at the South Carolina Commission  
for the Blind**

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**The South Carolina Commission for the Blind**

2017 South Carolina Certified Public Manager Course Project

## ***Background***

The South Carolina Commission for the Blind's mission is "to provide quality individualized vocational rehabilitation services, independent living services and prevention-of-blindness services to blind and visually impaired consumers leading to competitive employment and social and economic independence (<http://www.sccb.state.sc.us/vmv.php>).” One important factor in the success of this mission is to insure that consumers are properly equipped for competing successfully in the employment market. The Training and Employment (T&E) Division was created to support consumers at the request of Rehabilitation Counselors who act as case managers throughout the rehabilitation process. T&E's focus is on building relationships between SCCB's consumers and employers. The division consist of three units, including Technology training, Employment Consultants, and Technical Services.

The Technical Services Unit (TSU) consists of three (3) Assistive Technology Consultants who are responsible for maintaining a knowledge base of resources and technology that can be used by persons who are visually impaired or blind to perform a wide variety of tasks that may be crucial for their successful integration into the work force.

Consumers are referred to one of these AT Consultants For evaluation and recommendations as they reach a crucial stage in the rehabilitation process. This may be when they have received a tentative job offer, when they begin college, or when they are experiencing challenges in performing their work either on the job or in school. The TSU serves consumers throughout the state. This may require traveling up to three (3) days per week.

With appropriate training and assistive technology, it is possible for someone who is visually impaired or blind to perform most jobs effectively. On the other hand, without the appropriate tools, it will be next to impossible for someone who is visually impaired or blind to compete successfully in the work force. Since TSU is responsible for evaluating each consumer's assistive technology needs and recommending those devices deemed necessary for success in reaching their goals, an effective TSU is essential in the SCCB's ability to meet its goals.

### ***Purpose***

TSU is a very small unit, consisting of three Assistive Technology Consultants, whose work is essential to the over-all success of the agency. It is therefore, essential that TSU resources be utilized in such a way to insure maximum effectiveness. Customer satisfaction has been selected as a measurable indicator of effectiveness, and each of the 187 consumers who were served by one of the three Assistive Technology Consultants during the previous Federal Fiscal Year were asked to complete a survey. . Since SCCB has not previously tracked customer satisfaction for TSU as a separate entity, this study will attempt to establish a baseline measure as well as to suggest potential areas for improvement.

It is expected that the survey will show general satisfaction with the services provided, but with some dissatisfaction with the amount of time before services are delivered. With only three consultants serving the entire state, caseloads are necessarily heavy. This means that it frequently takes consultants longer to get to some cases than is desirable.

## ***Method***

A survey was developed (See Appendix A) using Survey Monkey.com. Each consumer referred for Assistive Technology Consultant services between 1 November 2015 and 30 September 2016 were sent a letter containing the url for the survey, along with a telephone number to call if they needed assistance with completing the survey (See Appendix B). Any referrals that remained open as of 1 December 2016 or that had been closed with no services provided were not included in this survey.

## ***Results***

Of 187 survey letters distributed, twelve consumers responded. Of these, two were excluded because they were only partially completed. Of those who responded, five (5) were served by the same consultant with two (2 and three (3) each served by the other two consultants. With two exceptions, all respondents were consumers of the SCCB. Of those exceptions, one was a staff member but did not complete the entire survey and was therefore not included in the results. The final respondent chose the “other” option and described him/herself as a blind vendor and should therefore have been counted as an SCCB Consumer as well.

The majority of respondents had received two types of services— Technical Assistance with AT provided by SCCB (70%) and Technology services related to school (60%). Others received Technology assessments for an existing job (20%) and a technology assessment for a new job

(10%. Two respondents chose the “other” option and described the services they received as Technology for home and a device received from a Low Vision Clinic. Nearly half (40%) received services in two or more categories.

Responses related to the skills of the service providers were overwhelmingly positive. Respondants generally believed that they could depend upon their service provider to provide the promised services (80% strongly agree, 10% somewhat agree & 10% strongly disagree), that the provided services would accurately address their needs (80% strongly agree, 10% somewhat agree, and 10% somewhat disagree) and that the services they received were appropriate (90% strongly agree, 10% neither agree nor disagree). They believed that their service providers accurately evaluated their needs (80% strongly agree, 10% somewhat agree, 10% somewhat disagree) and that their questions were answered correctly (70% strongly agree, 20% somewhat agree, 10% neither agree nor disagree). They also expressed a high level of confidence in their service provider’s product knowledge. They agreed that their service providers were well informed on the types of technology available to address their needs (90% strongly agree, 10% somewhat agree) and honest about the capabilities and limitations of the devices being recommended (80% strongly agree, 10% somewhat agree, 10% N/A), made every effort to identify solutions to the challenges they faced (80% strongly agree, 10% somewhat agree, 10% somewhat disagree), used appropriate equipment (80% strongly agree, 10% somewhat agree, 10% neither agree nor disagree) and the most up-to-date equipment \*70% strongly agree, 10% somewhat agree, 20% neither agree nor disagree), exhausted every resource to find a solution (70% strongly agree, 20% neither agree nor disagree, 10% somewhat disagree) and identified and addressed challenges not identified by the

consumer (50% strongly agree, 10% neither agree nor disagree, 20% somewhat disagree, 20% n/a).

Respondants were generally satisfied with issues related to response times. They believed that their service providers were able to schedule them for an appointment at a good time (80% Strongly Agree, 10% somewhat agree, 10% somewhat disagree) and that they did not wait too long to be served (50% strongly agree, 10% somewhat agree, 20% neither agree nor disagree, 10% strongly disagree, 10% N/A). Service providers were prompt to respond when they arrived for their appointments (70% strongly agree, 10% somewhat agree, 10% somewhat agree, 10% n/a), and someone promptly helped them when they entered the premises (50% strongly agree, 10% somewhat agree, 40% n/a) and answered their questions promptly (60% strongly agree, 20% somewhat agree, 10% neither agree nor disagree, 10% somewhat disagree).

Respondants were generally satisfied with their service providers' treatment of them (80% strongly agree, 10% somewhat agree, 10%strongly disagree). They felt that their service providers treated them with respect (90% strongly agree, 10% neither agree nor disagree), were considerate of their time (70% strongly agree, 20% somewhat agree, 10% strongly disagree) and treated them as individuals with unique concerns (90% strongly agree, 10% somewhat disagree). In addition, they felt that the service providers carefully listened to their requests (90% strongly agree, 10% neither agree nor disagree), truly cared about their problems(90% strongly agree, 10% somewhat disagree) and responded to their questions courteously (90% strongly agree, 10% somewhat agree). They further perceived their service providers as patient with them (70% strongly agree, 10% somewhat agree, 10% somewhat disagree, 10% strongly disagree) and unrushed (60% strongly agree, 20%

somewhat agree, 10% somewhat disagree, 10% strongly disagree), talked to them in a pleasant way (70% strongly agree, 20% somewhat agree, 10% somewhat disagree) and provided responses they could trust (90% strongly agree, 10% strongly disagree).

Finally, respondents were generally satisfied with the appearance of their service providers and facilities. The personal appearance of their service providers was professional (80% strongly agree, 10% neither agree nor disagree, 10% N/A) and the facilities were clean (50% strongly agree, 50% N/A) and the physical condition of the buildings was acceptable (50% strongly agree, 10% somewhat agree, 40% N/A)

Respondants were asked to provide additional comments or suggestions that might help us to improve services. Several took advantage of this opportunity. Responses ranged from compliments for their rehabilitation counselor (“Rebecca Bates has been very helpful and most appreciated.”) to comments about the validity of specific survey questions (“Question 30 is bogus as it depends on the assumption that the person answering the question can see the physical appearance of the service provider, which is dubious given that your clients are blind.”) Some were pertinent to AT Services such as “I completely enjoy working with SCCB and appreciate all that they have done for my son,” and “I enjoyed the services provided and would recommend them to anyone.” One suggested having someone on call that consumers with questions could e-mail and another simply mentioned that they had problems with a device they had been provided.

The most extensive comment was from a consumer who had clearly had a negative experience. S/he described in some detail, an experience wrought with lack of communication and misinformation. (See Appendix C for complete survey responses)

## ***Conclusions***

The response rate (8%) to the survey was less than optimal. Some possible explanations for the low response include delays in distributing the survey and the absence of a deadline for responding in the cover letter. In addition, the researcher depended entirely upon the on-line version rather than including a printed copy of the survey in the mailing. An earlier start would have also provided time for the researcher to follow up with a reminder call. Either a printed copy of the survey or a follow-up telephone call would likely have resulted in vastly improved response rates, as would having provided consumers with a date by which responses were needed.

Although the number of responses was insufficient to draw any meaningful conclusions, in general, the survey results supported the evaluator's hypothesis that consumers are generally satisfied with Assistive Technology services provided by SCCB. The only real surprise was that respondents were far less concerned with response times than was anticipated. One explanation for this is that the majority of respondents were students. Since student referrals are generally made at the time they are accepted to college, allowing several months before they actually need access to the technology, they are therefore less aware of the time lag than are consumers starting a new job or having difficulties on their current job. For these consumers, a few weeks' delay may



seriously threaten their employment. Therefore, greater emphasis should have been placed upon insuring that more responses were received from working consumers.

One intent of this survey was to draw comparisons among the responses for individual Access Technology Consultants. The number of responses did not provide enough data to identify patterns that could have been used to predict strengths and weaknesses of individual consultants. Without more data, it would be difficult to target areas for improvement, since ratings on this limited sample were consistently high. The only data that really suggests an area of concern came from one of the comments, rather than from the survey questions. Although antidotal, and therefore not sufficient to suggest a systemic issue, it is worth considering the inclusion of additional questions to explore communication as another factor in customer satisfaction.

Feedback from SCCB staff members who interacted with the Technical Services Unit was also desired. High staff turnover during the targeted period may have had an impact on the lack of response from staff members. Many of the staff who had interacted with the unit during the targeted timeframe were no longer employed by the agency by the time the survey was distributed and many of the current employees simply lacked enough experience to provide meaningful feedback. More effort should have been made to solicit responses from staff.

Another intent was to receive comparative data from consumers of other agencies. The intent was to post links to the survey on various social media outlets. This did not occur. While the absence of this data does not hinder our ability to judge the effectiveness of our services, having comparative data could be useful in determining how well we compare to similar units elsewhere.

It is recommended that the survey used for this study be reviewed and revised as deemed appropriate. A printed copy should be distributed to each consumer as services are concluded. The survey URL could be provided to allow consumers the option of responding on-line or returning the printed form. A staff member would be assigned the tasks following up with consumers to encourage them to complete the survey and of entering results of the printed form to Survey Monkey for easier tracking of statistics. Compiled results and comments can be used to guide the EPMS process as well as to address any systemic issues that may be identified.

## AT Customer Satisfaction

### ***General information***

1. I Am
  - a. SCCB Consumer
  - b. SCCB Staf Member
  - c. Consumer of another Agency
  - d. Other (Please Specify \_\_\_\_\_)
2. What type of Assistive Technology Services have you received in the past twelve (12) months?  
(Please check all that apply)
  - a. Technology Assessment related to school
  - b. Technology Assessment for a new job
  - c. Technology Assessment for existing job
  - d. Technical Assistance with Assistive Technology provided by SCCB
  - e. Technical Assistance with Assistive Technology not provided by SCCB
  - f. OtherIf Other, please specify \_\_\_\_\_
3. With which Assistive Technology Consultant did you work?
  - a. David Bundy
  - b. Steve Cook
  - c. Diane Frazier
  - d. Other \_\_\_\_\_

Please rate the following statements on a scale of 1-5.

1= Strongly Agree, 2 = Somewhat agree, 3 ] Neither agree nor disagree, 4= Somewhat disagree,  
5= Strongly disagree, N = Not Applicable

- e. I can depend on the service provider to provide the promised services.  
1 2 3 4 5 N
4. I can depend on the services provided to accurately address my needs.  
1 2 3 4 5 N
5. The services I received were appropriate.  
1 2 3 4 5 N
6. Someone correctly answered my questions.  
1 2 3 4 5 N

7. **(The service provider) accurately evaluated my needs.**  
**1 2 3 4 5 N**
8. The Service provider was well informed on the types of technology available to address my needs.  
**1 2 3 4 5 N**
9. The service provider was honest about the capabilities and limitations of the technology recommended for me.  
**1 2 3 4 5 N**
10. The service provider made every possible effort to identify solutions for the challenges I faced.  
**1 2 3 4 5 N**
11. I am confident that the Service provider exhausted every possible resource in identifying a solution for the challenges I identified.  
**1 2 3 4 5 N**
12. The Service provider Identified and addressed challenges that I hadn't anticipated.  
**1 2 3 4 5 N**
13. **(The service provider) was able to schedule me for an appointment at a good time.**  
**1 2 3 4 5 N**
14. I waited too long before I was helped.  
**1 2 3 4 5 N**
15. **(The service provider) was quick to respond when I arrived for my appointment.**  
**1 2 3 4 5 N**
16. Someone immediately helped me when I entered the premises.  
**1 2 3 4 5 N**
17. **(The service provider) is considerate of my time.**  
**1 2 3 4 5 N**
18. Someone responded to my questions quickly.  
**1 2 3 4 5 N**
19. **(The service provider) carefully listened to my request.**  
**1 2 3 4 5 N**
20. **(The service provider) acted rushed.**  
**1 2 3 4 5 N**
21. **(The service provider) was impatient with me.**  
**1 2 3 4 5 N**
22. **(The service provider) truly cared about my problem.**  
**1 2 3 4 5 N**
23. I was treated as an individual with unique concerns.  
**1 2 3 4 5 N**
24. **(The service provider) talked to me in a pleasant way.**  
**1 2 3 4 5 N**
25. The way I was treated met my expectations.  
**1 2 3 4 5 N**
26. Someone responded to my questions courteously.  
**1 2 3 4 5 N**
27. I was treated with respect.  
**1 2 3 4 5 N**
28. I trust the responses made by (the service provider).  
**1 2 3 4 5 N**

29. The personal appearance of (the service provider) was professional.  
1 2 3 4 5 N
30. The physical condition of the building facilities was acceptable.  
1 2 3 4 5 N
31. The equipment used by (the service provider) is appropriate.  
1 2 3 4 5 N
32. (The service provider) uses the most up-to-date equipment available.  
1 2 3 4 5 N
33. The facilities are clean.  
1 2 3 4 5 N
34. Please provide any comments or suggestions that may help us to improve our services.



# South Carolina Commission for the Blind

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Commissioner  
James M. Kirby

The Training and Employment Department for the South Carolina Commission for the Blind is examining the effectiveness of our service delivery and would appreciate your feedback regarding the Assistive Technology services you have received. We have created a survey at <https://www.surveymonkey.com/r/H9H7XJS> that we are asking consumers of our Assistive Technology Consultants to complete. The results of this survey will allow us to accurately gauge how well we are serving our consumers as well as to identify areas where we may be able to improve. Your assistance in this process will be greatly appreciated.

If, for any reason, you are unable to access the survey, please contact David Bundy at (803) 898-7094 or [dbundy@sccb.sc.gov](mailto:dbundy@sccb.sc.gov) and we will make arrangements for someone to assist you with completing the survey.

Thank you

Ed Bible,  
Director of Training and Employment

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The mission of the South Carolina Commission for the Blind is to provide quality, individualized vocational rehabilitation services, independent living services, and prevention of blindness services to blind and visually impaired consumers leading to competitive employment and social and economic independence.

## Summary of Results

	SCCB Consumer	SCCB Staff Member	Consumer of another agency	Other		
I Am	10	1		1		
	Technology Assessment Related to School	Technology Assessment for new job	Technology Assessment for Existing Job	Technical Assistance for AT provided by SCCB	Technical Assistance for AT not provied by SCCB	Other
What AT Services Have you received during the past 12	6	1	2	7		2
	David Bundy	Steve Cook	Diane Frazier	Other		
With Which AT Consultant did you work?	6	3	2			
	Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree	Not
I can depend on (the service provider) to provide the promised services	8	1			1	
I can depend on the services provided to accurately address my needs.	8	1		1		
The services I received were appropriate.	9		1			
Someone correctly answered my questions	7	2	1			
(The service provider) accurately evaluated my needs.	8	1		1		
The Service provider was well informed on the types of technology available to address my needs	9	1				
The service provider was honest about the capabilities and limitations of the technology recommended for me.	8	1				1
The service provider made every possible effort to identify solutions for the challenges I faced.	8	1		1		
I am confident that the Service provider exhausted every possible resource in identifying a solution for the challenges I	7		2	1		
The Service provider identified and addressed challenges that I hadn't anticipated.	5		1	2		2
(The service provider) was able to schedule me for an appointment at a good time.	8	1		1		
I waited too long before I was helped.	1		2	1	5	1
(The service provider) was quick to respond when I arrived for my appointment.	7	1		1		1
Someone immediately helped me when I entered the premises.	5	1				4
(The service provider) is considerate of my time.	7	2			1	
Someone responded to my questions quickly.	6	2	1	1		
(The service provider) carefully listened to my request.	9		1			
(The service provider) acted rushed.	1	1		2	6	
The service provider) was impatient with me.	1	1		1	7	
(The service provider) truly cared about my problem.	9			1		
I was treated as an individual with unique concerns.	9			1		
(The service provider) talked to me in a pleasant way.	7	2		1		

The way I was treated met my expectations.	8	1			1	
Someone responded to my questions courteously.	9	1				
I was treated with respect.	9		1			
I trust the responses made by (the service provider).	9				1	
The personal appearance of (the service provider) was professional.	8		1			1
The physical condition of the building facilities was acceptable.	5	1				4
The equipment used by (the service provider) is appropriate.	8	1	1			
(The service provider) uses the most up-to-date equipment available.	7	1	2			
The facilities are clean.	5					5



I Am	SCCB Consumer	SCCB Staff Member	Consumer of another agency			
	1					
	Technology Assessment	Technology Assessment for	Technology Assessment for	Technical Assistance for AT	Technical Assistance for AT	Other
What AT Services Have you received during the past 12 Months	1			1		
	David Bundy	Steve Cook	Diane Frazier	Other		
With Which AT Consultant did you work?		1				
	Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree	Not
I can depend on (the service provider) to provide the promised services	1					
I can depend on the services provided to accurately address my needs.	1					
The services I received were appropriate.	1					
Someone correctly answered my questions	1					
(The service provider) accurately evaluated my needs.	1					
The Service provider was well informed on the types of technology available to address my needs	1					
The service provider was honest about the capabilities and limitations of the technology recommended for me.	1					
The service provider made every possible effort to identify solutions for the challenges I faced.	1					
I am confident that the Service provider exhausted every possible resource in identifying a solution for the challenges I	1					
The Service provider identified and addressed challenges that I hadn't anticipated.	1					
(The service provider) was able to schedule me for an appointment at a good time.	1					
I waited too long before I was helped.					1	
(The service provider) was quick to respond when I arrived for my appointment.						1
Someone immediately helped me when I entered the premises.						1
(The service provider) is considerate of my time.	1					
Someone responded to my questions quickly.	1					
(The service provider) carefully listened to my request.	1					
(The service provider) acted rushed.					1	
The service provider) was impatient with me.					1	
(The service provider) truly cared about my problem.	1					
I was treated as an individual with unique concerns.	1					
(The service provider) talked to me in a pleasant way.	1					
The way I was treated met my expectations.	1					

Someone responded to my questions courteously.	1					
I was treated with respect.	1					
I trust the responses made by (the service provider).	1					
The personal appearance of (the service provider) was professional.	1					
The physical condition of the building facilities was acceptable.	1					
The equipment used by (the service provider) is appropriate.	1					
(The service provider) uses the most up-to-date equipment available.	1					
The facilities are clean.	1					
I completely enjoy working with SCCB and appreciate all they have done for my son.						

I Am	SCCB Consumer	SCCB Staff Member	Consumer of another agency			
		1				
	Technology Assessment	Technology Assessment for	Technology Assessment for	Technical Assistance for AT	Technical Assistance for AT	Other
What AT Services Have you received during the past 12 Months			1			
	David Bundy	Steve Cook	Diane Frazier	Other		
With Which AT Consultant did you work?	1					
	Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree	Not
I can depend on (the service provider) to provide the promised services						
I can depend on the services provided to accurately address my needs.						
The services I received were appropriate.						
Someone correctly answered my questions						
(The service provider) accurately evaluated my needs.						
The Service provider was well informed on the types of technology available to address my needs						
The service provider was honest about the capabilities and limitations of the technology recommended for me.						
The service provider made every possible effort to identify solutions for the challenges I faced.						
I am confident that the Service provider exhausted every possible resource in identifying a solution for the challenges I						
The Service provider identified and addressed challenges that I hadn't anticipated.						
(The service provider) was able to schedule me for an appointment at a good time.						
I waited too long before I was helped.						
(The service provider) was quick to respond when I arrived for my appointment.						
Someone immediately helped me when I entered the premises.						
(The service provider) is considerate of my time.						
Someone responded to my questions quickly.						
(The service provider) carefully listened to my request.						
(The service provider) acted rushed.						
The service provider was impatient with me.						
(The service provider) truly cared about my problem.						
I was treated as an individual with unique concerns.						
(The service provider) talked to me in a pleasant way.						
The way I was treated met my expectations.						

Someone responded to my questions courteously.						
I was treated with respect.						
I trust the responses made by (the service provider).						
The personal appearance of (the service provider) was professional.						
The physical condition of the building facilities was acceptable.						
The equipment used by (the service provider) is appropriate.						
(The service provider) uses the most up-to-date equipment available.						
The facilities are clean.						

I Am	SCCB Consumer	SCCB Staff Member	Consumer of another agency			
	1					
	Technology Assessment Related to School	Technology Assessment for new job	Technology Assessment for Existing Job	Technical Assistance for AT provided by SCCB	Technical Assistance for AT not provided by SCCB	Other
What AT Services Have you received during the past 12 Months						1
	David Bundy	Steve Cook	Diane Frazier	Other		
With Which AT Consultant did you work?			1			
	Strongly Agree	Somewhat agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree	Not Applicable
I can depend on (the service provider) to provide the promised services					1	
I can depend on the services provided to accurately address my needs.				1		
The services I received were appropriate.			1			
Someone correctly answered my questions			1			
(The service provider) accurately evaluated my needs.				1		
The Service provider was well informed on the types of technology available to address my needs		1				
The service provider was honest about the capabilities and limitations of the technology recommended for me.		1				
The service provider made every possible effort to identify solutions for the challenges I faced.				1		
I am confident that the Service provider exhausted every possible resource in identifying a solution for the challenges I identified.				1		
The Service provider identified and addressed challenges that I hadn't anticipated.				1		
(The service provider) was able to schedule me for an appointment at a good time.				1		
I waited too long before I was helped.	1					
(The service provider) was quick to respond when I arrived for my appointment.				1		
Someone immediately helped me when I entered the premises.	1					
(The service provider) is considerate of my time.					1	
Someone responded to my questions quickly.				1		
(The service provider) carefully listened to my request.			1			
(The service provider) acted rushed.		1				
The service provider) was impatient with me.		1				
(The service provider) truly cared about my problem.				1		
I was treated as an individual with unique concerns.				1		
(The service provider) talked to me in a pleasant way.				1		
The way I was treated met my expectations.					1	
Someone responded to my questions courteously.		1				
I was treated with respect.			1			
I trust the responses made by (the service provider).					1	
The personal appearance of (the service provider) was professional.			1			
The physical condition of the building facilities was acceptable.	1					
The equipment used by (the service provider) is appropriate.			1			
(The service provider) uses the most up-to-date equipment available.			1			
The facilities are clean.	1					

Comments: The service provider I had earlier this year was named Roma, who had assured me that all the paperwork was done and that I would have the tools I needed before school started in the fall this was at the beginning of June. I was not notified of his leaving until I inquired about the laptop in August. I was told that another representative would handle my service. I was told that her name was Diane. I was told by Diane that the paperwork was not done for the laptop and that she would look into my getting a loaner for school That started the first of September. I had given the wrong date of classes starting on August 25. I was later told the I needed a letter from my school stating my disability before she could do anything. I was also informed that I need a low vision appointment. I got the letter and turned it in to the Rock Hill Office. I finally had a low vision appointment at the free clinic here in Rock Hill. There was a lady there I had not met before with Dr. Oliver, from the Columbia office. She was very helpful and nice. She gave me the hand held magnifier at the office and would check into the laptop. I received a call from Diane a week later stating that she did not know what I was talking about and that a loaner computer had been in the Columbia office for a month with my name on it and that she would get the new laptop order in asap. I initially turned down the request for a CCTV because I felt as though I was asking too much. I would have like to add the CCTV magnifier if possible. It is December 23 and I have never met Diane, but I had talked with her a few times on the phone. Since the call, after the low vision appointment, I have not heard from Diane nor received the laptop. I hope that I could receive it by the January school term starting. I have had good dealings in the past with most of the service providers, I truly appreciate the services that are provided to help me with daily use and school.

Decription of Other: Hand-Held Magnifier at Low Vision Clinic



I Am	SCCB Consumer	SCCB Staff Member	Consumer of another agency		1 Blind Vendor	
What AT Services Have you received during the past 12 Months	Technology Assessment	Technology Assessment for	Technology Assessment for	Technical Assistance for AT	Technical Assistance for AT	Other
With Which AT Consultant did you work?	David Bundy	Steve Cook	Diane Frazier	Other		
I can depend on (the service provider) to provide the promised services	Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree	Not
I can depend on the services provided to accurately address my needs.	1					
The services I received were appropriate.	1					
Someone correctly answered my questions	1					
(The service provider) accurately evaluated my needs.	1					
The Service provider was well informed on the types of technology available to address my needs	1					
The service provider was honest about the capabilities and limitations of the technology recommended for me.	1					
The service provider made every possible effort to identify solutions for the challenges I faced.	1					
I am confident that the Service provider exhausted every possible resource in identifying a solution for the challenges I	1					
The Service provider identified and addressed challenges that I hadn't anticipated	1					
(The service provider) was able to schedule me for an appointment at a good time.	1					
I waited too long before I was helped.						1
(The service provider) was quick to respond when I arrived for my appointment.	1					
Someone immediately helped me when I entered the premises.	1					
(The service provider) is considerate of my time.	1					
Someone responded to my questions quickly.	1					
(The service provider) carefully listened to my request.	1					
(The service provider) acted rushed.	1					
The service provider was impatient with me.	1					
(The service provider) truly cared about my problem.	1					
I was treated as an individual with unique concerns.	1					
(The service provider) talked to me in a pleasant way.	1					
The way I was treated met my expectations.	1					

Someone responded to my questions courteously.	1				
I was treated with respect.	1				
I trust the responses made by (the service provider).	1				
The personal appearance of (the service provider) was professional.	1				
The physical condition of the building facilities was acceptable.	1				
The equipment used by (the service provider) is appropriate.	1				
(The service provider) uses the most up-to-date equipment available.	1				
The facilities are clean.	1				
Comments:					
Description of Other:					



I Am	SCCB Consumer	SCCB Staff Member	Consumer of another agency			
	1					
	Technology Assessment	Technology Assessment for	Technology Assessment for	Technical Assistance for AT	Technical Assistance for AT	Other
What AT Services Have you received during the past 12 Months		1	1	1		
	David Bundy	Steve Cook	Diane Frazier	Other		
With Which AT Consultant did you work?			1			
	Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree	Not
I can depend on (the service provider) to provide the promised services	1					
I can depend on the services provided to accurately address my needs.	1					
The services I received were appropriate.	1					
Someone correctly answered my questions	1					
(The service provider) accurately evaluated my needs.	1					
The Service provider was well informed on the types of technology available to address my needs	1					
The service provider was honest about the capabilities and limitations of the technology recommended for me.	1					
The service provider made every possible effort to identify solutions for the challenges I faced.	1					
I am confident that the Service provider exhausted every possible resource in identifying a solution for the challenges I			1			
The Service provider identified and addressed challenges that I hadn't anticipated.			1			
(The service provider) was able to schedule me for an appointment at a good time.	1					
I waited too long before I was helped.			1			
(The service provider) was quick to respond when I arrived for my appointment.	1					
Someone immediately helped me when I entered the premises.	1					
(The service provider) is considerate of my time.	1					
Someone responded to my questions quickly.	1					
(The service provider) carefully listened to my request.	1					
(The service provider) acted rushed.						1
The service provider) was impatient with me.						1
(The service provider) truly cared about my problem.	1					
I was treated as an individual with unique concerns.	1					
(The service provider) talked to me in a pleasant way.	1					
The way I was treated met my expectations.	1					

Someone responded to my questions courteously.	1				
I was treated with respect.	1				
I trust the responses made by (the service provider).	1				
The personal appearance of (the service provider) was professional.	1				
The physical condition of the building facilities was acceptable.					1
The equipment used by (the service provider) is appropriate. (The service provider) uses the most up-to-date equipment available.	1		1		
The facilities are clean.					1
Comments:					
Description of Other:					

I Am	SCCB Consumer	SCCB Staff Member	Consumer of another agency			
	1					
	Technology Assessment	Technology Assessment for	Technology Assessment for	Technical Assistance for AT	Technical Assistance for AT	Other
What AT Services Have you received during the past 12 Months	1					
	David Bundy	Steve Cook	Diane Frazier	Other		
With Which AT Consultant did you work?	1					
	Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree	Not
I can depend on (the service provider) to provide the promised services	1					
I can depend on the services provided to accurately address my needs.	1					
The services I received were appropriate.	1					
Someone correctly answered my questions	1					
(The service provider) accurately evaluated my needs.	1					
The Service provider was well informed on the types of technology available to address my needs	1					
The service provider was honest about the capabilities and limitations of the technology recommended for me.	1					
The service provider made every possible effort to identify solutions for the challenges I faced	1					
I am confident that the Service provider exhausted every possible resource in identifying a solution for the challenges I	1					
The Service provider identified and addressed challenges that I hadn't anticipated	1					
(The service provider) was able to schedule me for an appointment at a good time.	1					
I waited too long before I was helped.						1
(The service provider) was quick to respond when I arrived for my appointment.	1					
Someone immediately helped me when I entered the premises.	1					
(The service provider) is considerate of my time.	1					
Someone responded to my questions quickly.	1					
(The service provider) carefully listened to my request.	1					
(The service provider) acted rushed.						1
The service provider) was impatient with me.						1
(The service provider) truly cared about my problem.	1					
I was treated as an individual with unique concerns.	1					
(The service provider) talked to me in a pleasant way.	1					
The way I was treated met my expectations.	1					

Someone responded to my questions courteously.	1					
I was treated with respect.	1					
I trust the responses made by (the service provider).	1					
The personal appearance of (the service provider) was professional.	1					
The physical condition of the building facilities was acceptable.	1					
The equipment used by (the service provider) is appropriate.	1					
(The service provider) uses the most up-to-date equipment available.	1					
The facilities are clean.	1					
Comments:						
Decription of Other:						

	SCCB Consumer	SCCB Staff Member	Consumer of another agency			
I Am	1					
	Technology Assessment	Technology Assessment for	Technology Assessment for	Technical Assistance for AT	Technical Assistance for AT	Other
What AT Services Have you received during the past 12 Months						1
	David Bundy	Steve Cook	Diane Frazier	Other		
With Which AT Consultant did you work?		1				
	Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree	Not
I can depend on (the service provider) to provide the promised services	1					
I can depend on the services provided to accurately address my needs.	1					
The services I received were appropriate.	1					
Someone correctly answered my questions	1					
(The service provider) accurately evaluated my needs.	1					
The Service provider was well informed on the types of technology available to address my needs	1					
The service provider was honest about the capabilities and limitations of the technology recommended for me.	1					
The service provider made every possible effort to identify solutions for the challenges I faced.	1					
I am confident that the Service provider exhausted every possible resource in identifying a solution for the challenges I	1					
The Service provider identified and addressed challenges that I hadn't anticipated.	1					
(The service provider) was able to schedule me for an appointment at a good time.	1					
I waited too long before I was helped.						1
(The service provider) was quick to respond when I arrived for my appointment.	1					
Someone immediately helped me when I entered the premises.						1
(The service provider) is considerate of my time.	1					
Someone responded to my questions quickly.	1					
(The service provider) carefully listened to my request.	1					
(The service provider) acted rushed.						1
The service provider) was impatient with me.						1
(The service provider) truly cared about my problem.	1					
I was treated as an individual with unique concerns.	1					
(The service provider) talked to me in a pleasant way.			1			
The way I was treated met my expectations.	1					

Someone responded to my questions courteously.	1					
I was treated with respect.	1					
I trust the responses made by (the service provider).	1					
The personal appearance of (the service provider) was professional.	1					
The physical condition of the building facilities was acceptable.						1
The equipment used by (the service provider) is appropriate.	1					
(The service provider) uses the most up-to-date equipment available.	1					
The facilities are clean.						1
Comments:						
Decription of Other: Technology for Home						



I Am	SCCB Consumer	SCCB Staff Member	Consumer of another agency			
	1					
	Technology Assessment	Technology Assessment for	Technology Assessment for	Technical Assistance for AT	Technical Assistance for AT	Other
What AT Services Have you received during the past 12 Months	1			1		
	David Bundy	Steve Cook	Diane Frazier	Other		
With Which AT Consultant did you work?	1					
	Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree	Not
I can depend on (the service provider) to provide the promised services		1				
I can depend on the services provided to accurately address my needs.		1				
The services I received were appropriate.	1					
Someone correctly answered my questions		1				
(The service provider) accurately evaluated my needs.		1				
The Service provider was well informed on the types of technology available to address my needs	1					
The service provider was honest about the capabilities and limitations of the technology recommended for me.	1					
The service provider made every possible effort to identify solutions for the challenges I faced.		1				
I am confident that the Service provider exhausted every possible resource in identifying a solution for the challenges I			1			
The Service provider identified and addressed challenges that I hadn't anticipated.				1		
(The service provider) was able to schedule me for an appointment at a good time.		1				
I waited too long before I was helped.			1			
(The service provider) was quick to respond when I arrived for my appointment.	1					
Someone immediately helped me when I entered the premises.		1				
(The service provider) is considerate of my time.		1				
Someone responded to my questions quickly.			1			
(The service provider) carefully listened to my request.	1					
(The service provider) acted rushed.				1		
The service provider) was impatient with me.				1		
(The service provider) truly cared about my problem.	1					
I was treated as an individual with unique concerns.	1					
(The service provider) talked to me in a pleasant way.		1				
The way I was treated met my expectations.		1				

Someone responded to my questions courteously.	1					
I was treated with respect.	1					
I trust the responses made by (the service provider).	1					
The personal appearance of (the service provider) was professional.						1
The physical condition of the building facilities was acceptable.		1				
The equipment used by (the service provider) is appropriate.		1				
(The service provider) uses the most up-to-date equipment available.	1					
The facilities are clean.	1					
Comments:						
Description of Other:						



I Am	SCCB Consumer	SCCB Staff Member	Consumer of another agency			
	1					
	Technology Assessment	Technology Assessment for	Technology Assessment for	Technical Assistance for AT	Technical Assistance for AT	Other
What AT Services Have you received during the past 12 Months	1					
	David Bundy	Steve Cook	Diane Frazier	Other		
With Which AT Consultant did you work?	1					
	Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree	Not
I can depend on (the service provider) to provide the promised services						
I can depend on the services provided to accurately address my needs.						
The services I received were appropriate.						
Someone correctly answered my questions						
(The service provider) accurately evaluated my needs.						
The Service provider was well informed on the types of technology available to address my needs						
The service provider was honest about the capabilities and limitations of the technology recommended for me.						
The service provider made every possible effort to identify solutions for the challenges I faced.						
I am confident that the Service provider exhausted every possible resource in identifying a solution for the challenges I						
The Service provider identified and addressed challenges that I hadn't anticipated.						
(The service provider) was able to schedule me for an appointment at a good time.						
I waited too long before I was helped.						
(The service provider) was quick to respond when I arrived for my appointment.						
Someone immediately helped me when I entered the premises.						
(The service provider) is considerate of my time.						
Someone responded to my questions quickly.						
(The service provider) carefully listened to my request.						
(The service provider) acted rushed.						
The service provider) was impatient with me.						
(The service provider) truly cared about my problem.						
I was treated as an individual with unique concerns.						
(The service provider) talked to me in a pleasant way.						
The way I was treated met my expectations.						

Someone responded to my questions courteously.						
I was treated with respect.						
I trust the responses made by (the service provider).						
The personal appearance of (the service provider) was professional.						
The physical condition of the building facilities was acceptable.						
The equipment used by (the service provider) is appropriate.						
(The service provider) uses the most up-to-date equipment available.						
The facilities are clean.						
Comments:						
Description of Other:						

	SCCB Consumer	SCCB Staff Member	Consumer of another agency			
I Am	1					
	Technology Assessment	Technology Assessment for	Technology Assessment for	Technical Assistance for AT	Technical Assistance for AT	Other
What AT Services Have you received during the past 12 Months	1			1		
With Which AT Consultant did you work?	David Bundy	Steve Cook	Diane Frazier	Other		
	1					
	Strongly Agree	H	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree	Not
I can depend on (the service provider) to provide the promised services	1					
I can depend on the services provided to accurately address my needs.	1					
The services I received were appropriate.	1					
Someone correctly answered my questions		1				
(The service provider) accurately evaluated my needs.	1					
The Service provider was well informed on the types of technology available to address my needs	1					
The service provider was honest about the capabilities and limitations of the technology recommended for me.	1					
The service provider made every possible effort to identify solutions for the challenges I faced.	1					
I am confident that the Service provider exhausted every possible resource in identifying a solution for the challenges I	1					
The Service provider identified and addressed challenges that I hadn't anticipated.						1
(The service provider) was able to schedule me for an appointment at a good time.		1				
I waited too long before I was helped.				1		
(The service provider) was quick to respond when I arrived for my appointment.		1				
Someone immediately helped me when I entered the premises.						1
(The service provider) is considerate of my time.		1				
Someone responded to my questions quickly.		1				
(The service provider) carefully listened to my request.	1					
(The service provider) acted rushed.				1		
The service provider) was impatient with me.					1	
(The service provider) truly cared about my problem.	1					
I was treated as an individual with unique concerns.	1					
(The service provider) talked to me in a pleasant way.	1					
The way I was treated met my expectations.	1					

Someone responded to my questions courteously.	1					
I was treated with respect.	1					
I trust the responses made by (the service provider).	1					
The personal appearance of (the service provider) was professional.	1					
The physical condition of the building facilities was acceptable.						1
The equipment used by (the service provider) is appropriate.	1					
(The service provider) uses the most up-to-date equipment available.		1				
The facilities are clean.						1
Comments:						
Description of Other:						

I Am	SCCB Consumer	SCCB Staff Member	Consumer of another agency			
	1					
	Technology Assessment	Technology Assessment for	Technology Assessment for	Technical Assistance for AT	Technical Assistance for AT	Other
What AT Services Have you received during the past 12 Months	1			1		
	David Bundy	Steve Cook	Diane Frazier	Other		
With Which AT Consultant did you work?						
	Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree	Not
I can depend on (the service provider) to provide the promised services	1					
I can depend on the services provided to accurately address my needs.	1					
The services I received were appropriate.	1					
Someone correctly answered my questions	1					
(The service provider) accurately evaluated my needs.	1					
The Service provider was well informed on the types of technology available to address my needs	1					
The service provider was honest about the capabilities and limitations of the technology recommended for me.	1					
The service provider made every possible effort to identify solutions for the challenges I faced.	1					
I am confident that the Service provider exhausted every possible resource in identifying a solution for the challenges I	1					
The Service provider identified and addressed challenges that I hadn't anticipated.	1					
(The service provider) was able to schedule me for an appointment at a good time.	1					
I waited too long before I was helped.						1
(The service provider) was quick to respond when I arrived for my appointment.	1					
Someone immediately helped me when I entered the premises.	1					
(The service provider) is considerate of my time.	1					
Someone responded to my questions quickly.	1					
(The service provider) carefully listened to my request.	1					
(The service provider) acted rushed.						1
The service provider) was impatient with me.						1
(The service provider) truly cared about my problem.	1					
I was treated as an individual with unique concerns.	1					
(The service provider) talked to me in a pleasant way.	1					
The way I was treated met my expectations.	1					

Someone responded to my questions courteously.	1					
I was treated with respect.	1					
I trust the responses made by (the service provider).	1					
The personal appearance of (the service provider) was professional.	1					
The physical condition of the building facilities was acceptable.	1					
The equipment used by (the service provider) is appropriate.	1					
(The service provider) uses the most up-to-date equipment available.	1					
The facilities are clean.						1
Comments:						
Decription of Other:						